

Norfolk Community Services Board



a commitment to care

2003 Annual Report

We're still here



We're still here. After a period of unprecedented State budget reductions, we are still here to provide mental health, mental retardation, and substance abuse care to Norfolk residents.

We offer this report to you as a window into the world of our clients so you can see some

of the wonderful things that have been accomplished during this past year. We will show you stories of tremendous success achieved by some of our clients. You make this success possible by funding our programs, and we want to thank you for giving us the opportunity to show how well those funds have been put to use and how lives and communities can be changed once barriers are removed.

We are proud that we were able to continue to serve almost 85% of the number of people we had served in Fiscal Year 2002. We also need to tell you about some of the challenges that face us in the years ahead, and ask for your continued support for the work we do.

You may not realize that Virginia's criteria for receiving Medicaid assistance is so stringent that fifty percent of residents who require mental health care do not currently qualify. We must find a way to provide the treatment these residents need.

Infants who are developmentally delayed need therapy at the earliest stage of their lives to help them reach their full potential. The lack of treatment today means that much more funding will be needed in the future to pay for special services these children may require as adults.

It costs an average of 50% less to treat Norfolk residents locally when they require psychiatric hospitalization than it would cost to serve them in state institutions. It is vital that the funds which are saved by this local care be reinvested in the community to develop additional services which this population will need in order to remain stable. By reinvesting State funds in the community, we can provide more appropriate treatment to more people than would be possible through institutionalization.

Norfolk's Drug court has shown tremendous success in helping people addicted to drugs turn their lives around. The recidivism rate of individuals after one year in drug court is 2%, while the rate for those sent to jail who receive no treatment is 50%. At a cost that is less than 20% of the cost of incarceration, it is important fiscally that drug courts be funded.

We ask for your continued support so we can continue to help Norfolk's most vulnerable citizens get the care they need to live independent and successful lives and contribute to the overall health of the community in which we all live.

Thomas S. Weaver Chair

Infant Development Program

Meet Peyton, daughter of Donna Marie and Tom

By the time my husband and I realized we would not be able to have a child of our own, we were no longer able to adopt an infant from an American agency. After extensive research, we decided to adopt a child from China.

We were shocked when we first saw our daughter Peyton. At 18 months of age, she weighed just 13 pounds. She would barely eat and could not speak or walk. She was either unresponsive to her surroundings or was fearful.

After six months of medical appointments and sessions with therapists, we were told that Peyton might never speak and might need a feeding tube soon. Our co-pays were running twelve to fourteen hundred dollars a month, and we knew we wouldn't be able to continue therapy much longer.

At about that time, while waiting for Peyton to see another specialist, I met a Norfolk CSB staff member who offered me a brochure about a program she thought could help us—Norfolk CSB's Infant Development Program

(IDP). Skeptical but desperate, I decided to look into the program. They made an in-depth assessment of Peyton's situation and developed a plan to help her.

The changes that took place in my daughter's life over the next 18 months were nothing short of a miracle. Peyton not only meets the benchmarks for children her age, she exceeds every one of them! She runs and plays with other children her age, and she talks up a storm.

I don't know how to express the gratitude my husband and I feel for IDP and the therapists they linked us to. They took our precious daughter who had so little chance of a good life and returned to us our vibrant, intelligent, loving little whirlwind of energy named Peyton.

—Christine Roe is Peyton's Care Coordinator

This program is for children from birth to three years of age at risk for developmental delays. Every child who was enrolled in the program made progress during their time with us, and some were able to soar far beyond anyone's expectation.



Mental Retardation Services

We would like to introduce you to Joe

How do you spell success? In Mental Retardation Services, success is spelled “J-o-e.” Joe is an upbeat, personable 56 year-old with post traumatic stress disorder and mild mental retardation, who has been a Norfolk CSB client since 1983. Over the years Joe has tried his hand at many jobs, but nothing seemed to work out. In fact, until recently he had not worked in over ten years. Let’s hear what Joe has to say about it.

“A few months ago I reached my life-long goal of finding a good job. Now I am a materials handler at Commonwealth Support Systems (CSS), a recycling plant. I crush cans and separate newspapers and other things into bins. The bins hold between 1,600 and 1,800 pounds, and I am paid by the weight of the items I sort. I like the work, I like the money, I like everything about it. Work gives me a lot to do and people to see. It’s better than staying at home and gives me something good to do with my time.”

Joe’s supervisor at CSS is very happy with his work. He said, “I wish we had 20 more like Joe.”



He’s a great worker who comes in anxious to work. He just keeps going all day—I have to go out and remind him to take some breaks. People in the community often remark about how polite and courteous Joe is when he picks up items for recycling. Joe’s smile brightens everyone’s day, and we look forward to seeing him in the mornings.”

Joe is not all work and no play. He enjoys dancing, being with friends and playing basketball at the Downtown YMCA. Joe has a new goal now that he is a wage-earner: “I would like to spend a weekend at a hotel in Virginia Beach, or maybe go to the State Fair.”

—Sherrie Bonner is Joe’s Care Coordinator

Mental Retardation Services helps consumers achieve the most independent lifestyle possible in the community through service planning, linking clients to benefits and services such as job training and placement, day activities, residential options, and monitoring the client’s overall progress.

Mental Health Services

Meet Verdonda, from our Supportive Living Program

I have schizophrenia and major depression. My life used to be so bland—I just stayed in bed all day. I got up for meals and went to church on Sunday, but that was about all. Now I am thrilled to be alive, and I'm very proud of the changes that have taken place in my life in the past few years, since my care coordinator Kat Cannady referred me to a Norfolk CSB program called Supportive Living. It has made a world of difference to me—if you compared my life before Supportive Living to my life today, you would think we were talking about two different people.

Stephanie, my supportive living counselor, and I started out working on my people skills. Now I look at you when we are talking and speak loudly enough that you don't have to strain to hear me. I have also learned how to take public transportation, make and keep doctor's appointments, and take my medication on my own. I can shop for groceries, fix my breakfast, and prepare healthy meals.

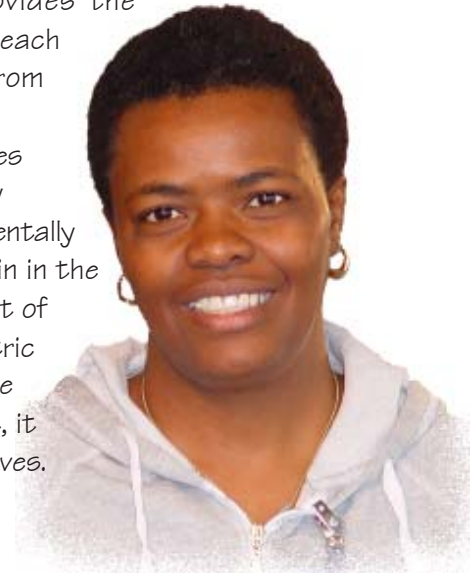
Then I joined a program at Goodwill Industries that helps people learn about working and the skills it takes to be a good employee. I did so well there that they hired me full time! I can't wait to get up in the morning and go to work

to see what the day will bring. I would not dream of staying in bed all day now.

Life is so exciting once you decide to join in. I want to thank the people who have helped me change my life. I thank my case manager for referring me to Supportive Living because there is love and caring there, and I thank Stephanie for working with me. I thank my wonderful family for all the support they have given me through the years and for their encouragement as I have worked to gain more skills and independence. I could not have done it without all of you helping me.

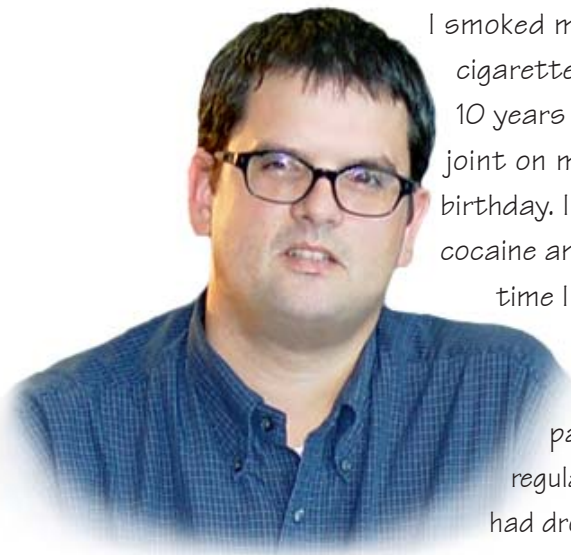
—Stephanie Stokes-Perry
is Verdonda's Counselor

This program provides the exact type of help each individual needs. From the financial standpoint, it saves taxpayer money by helping seriously mentally ill individuals remain in the community and out of expensive psychiatric hospitals. From the human standpoint, it enriches people's lives.



Substance Abuse Services

Meet Jay, from our Opioid Treatment Program



I smoked my first cigarette when I was 10 years old, my first joint on my 12th birthday. I had tried cocaine and LSD by the time I was 15. When I was 17, I was popping pain killers on a regular basis and had dropped out of high school.

When I was 21 years old, my fiancé committed suicide in my apartment. Not long after that I began shooting up heroin. The feeling I got then was what I had been trying for all those years. I had never felt so good.

For several years I used regularly, never thinking I had a problem. I didn't fit the description of a heroin addict because I didn't steal or sell my possessions to buy drugs like other people I knew. At least, not yet.

Eventually, I did end up selling my personal belongings and regularly spent money that was earmarked for things such as rent and groceries. I was always broke on payday and lying to my

family and friends. I was lying to myself, too, "I can handle it, I'll only use on weekends." Then it was "only after work," and then "every other day." Finally, it was every day, all day. I was borrowing money that I would never be able to pay off. In less than a year I ran up a debt of almost \$30,000 in credit cards and personal loans. By the time I was 28, I was shooting up in the bathroom at work. By then, I had to use just so I wouldn't feel sick.

At 29, I had lived half of my life in a drug-induced haze. I had to get out, and I knew I needed help. I thank God every day that I had the courage to walk into the Norfolk CSB Opioid Treatment Program and that the Program was there for me to join. In August 2003 I graduated *cum laude* from Old Dominion University with a B.S. in Human Services Counseling. I want to work with people with developmental disabilities. Finally, after years of struggle, I am able to give something back to my community.

—Michele Martin is Jay's Counselor

Methadone and other opiate agonists block withdrawal symptoms and reduce opiate craving. This treatment enables patients to recover from their addiction and live meaningful lives.

Highlights of the Year

- **110 children graduated from the Infant Development Program** this year and are ready to enter the Norfolk Public School system or other preschool program to continue their development.
- **Our Supportive Living program helped 139 adults with mental illness** learn new skills this year so they can live more independently. Some are now able to hold jobs or join the volunteer force here in Norfolk.
- **544 patients participated in our Opioid Treatment Program.** After six months of treatment, 88% of drug screens showed no illicit opiate use. After two years, that figure rose to 90%.
- **245 Norfolk families** received assistance from Mental Retardation Services to help them maintain their loved ones at home, including subsidized day care and respite care to provide short-term, temporary relief to the caregivers.
- **More than 1,200 Norfolk residents** who were in crisis due to significant psychological problems were seen by our Emergency Services staff. Over 30,000 telephone contacts were handled through our emergency hotline .
- **Over 500 residents** with co-occurring mental illness and substance addiction were served by Mental Health and Substance Abuse Services this year. Mental illness alone can create havoc in the lives of those affected and their families. When mental illness and substance addiction co-occur, it can be debilitating.
- **214 adults received substance abuse treatment** at the Norfolk City Jail through our “Freedom Within” program for men and “Bridges to Freedom” program for women. Estimates of the number of people in jails with substance addiction run as high as 80% of the jail population.
- **Over 8,000 students** received information on substance abuse prevention and mental health promotion through our Student Assistance Counselors, located in Norfolk’s high schools. The programs given included anger management, grief and loss issues, and children of alcoholics, among others.
- **213 individuals participated in Norfolk’s Drug Court**, which has had tremendous success in helping people addicted to drugs turn their lives around, find gainful employment and restore family relations that had been devastated by addiction.

A Commitment to Care

We would be delighted to show our recently released video, “A Commitment to Care,” to your office, organization or group. Directed by Eric Futterman, a two-time Emmy Award winner, this video offers an exciting and positive look at the lives of a few of the people who came to Norfolk CSB for help. For additional information about this video or our Speaker’s Bureau, please call 441-5300.

Individuals served

Mental Health Services	2,992
Mental Retardation Services	814
Substance Abuse Services	3,521
Total Individuals Served	7,327
Prevention and Youth Activities	22,362
Grand Total of All Individuals Served	29,689

Financial review

Resource Partners

State	\$ 7,302,843
Federal	\$ 3,016,560
Fees	\$ 4,514,296
City of Norfolk	\$ 2,002,500
Other Revenues	\$ 695,957

Expenditures by Category

Mental Health	\$ 6,705,258
Mental Retardation	\$ *1,989,023
Substance Abuse	\$ 5,515,941
Administration	\$ 2,280,855

Fiscal Year 2003 Operating Revenues: \$17,532,156

*Does not include Medicaid Waiver Fees of \$8,625,143

The financial audit of Norfolk Community Services Board was conducted for the year ended June 30, 2003, by Cherry, Bekaert & Holland. Their Audit Report disclosed no reportable conditions or noncompliance.

Meet our Board Members



Paul M. Lipkin; Linda Horsey, Ed.D.; Linda B. McCluney, Ph.D.; Robert H. Armstrong;
Russell Dougherty Evett, M.D., Treasurer; Crystal Pernell-Dunn;
George W. Pratt, Ed.D., Executive Director; Thomas S. Weaver, Chair;
Roger L. Frost; Muriel Perry; John J. O'Keefe, III; Martha C. Smith;
Timothy A. Coyle; Arthur S. Kaplan, M.D., Secretary

Not pictured are H. McDonald Rimple, M.D., Vice Chair; Jacqueline Scott Sharpe
Norfolk Community Services Board Members are appointed by Norfolk City Council

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COMMUNITY SERVICES
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A call to action . . .



Many of the more than 7,300 Norfolk residents who came to us this year for mental health, mental retardation and substance addiction treatment lack the resources to pay for even the most elemental dental and medical care.

Virginia's stringent Medicaid criteria means that many of the people we serve cannot qualify for Medicaid, yet they lack the funds to pay for primary medical care or the medication their physical illness requires. Most cannot afford even the small co-pay charged at free clinics and virtually none are able to pay for medication.

I know that enormous demands are made on medical and dental professionals each year. And, yet, if each practice in Norfolk were able to take on the care of just one client, a great deal of suffering would be alleviated.

If you are not in the medical professions but would still like to help, your tax-deductible contribution to the Norfolk CSB Community Trust would help us make progress on filling this need.

For information on how you can help us meet these most basic needs of our clients, please call me at 441-5300 or contact me at george.pratt@norfolk.gov.

George Pratt

George W. Pratt, Ed.D., Executive Director